

PERFORMANCE MEASURES – 2003 ANNUAL REPORT SUMMARY
AUGUST 12, 2003

Numbers in parentheses after category name refer to notes on page two.

Goal 1. To Provide Access to Public Information

<i>ACTIVITIES</i>	<i>FY2002 (Actual)</i>	<i>FY2003 (Actual)</i>	<i>CY2002 (Actual)</i>
Materials Loaned	956,053	771,578	878,426
Records Retrieved	51,690	53,620	47,788
Questions Answered	136,921	156,286	143,119
Patrons Registered	8,100	8,854	8,434
On-Line Database Searches (10)	13,218	241,780	138,801
Tour Participants/Visitation	23,928	37,215	34,993
In-State Contacts	133,820	232,502	200,847
Out-of State Contacts	20,664	23,483	22,546
Program Attendees (14)	52,865	16,257	12,051
Web Site Visits (15)	1,390,794	2,337,719	1,836,240
E-mailed Delivered	3,629,087	5,014,336	4,597,765
First Search Searches	307,460	422,674	355,808
SIRSI Usage	514,783	690,432	648,405
ARIEL Usage	280	174	281
Library Jobline Calls	5,651	5,564	5,406
Total	7,245,296	10,012,474	8,930,910

Goal 2. To Preserve Arizona Materials

<i>ACTIVITIES</i>	<i>FY 2002 (Actual)</i>	<i>FY2003 (Actual)</i>	<i>CY2002 (Actual)</i>
Materials Preserved (25)	2,343,876	1,749,342	1,832,311
Materials Digitized (26)	816,313	407,427	637,089
Titles Cataloged	54,969	95,656	80,662
Reproductions (30)	57,462,713	68,207,453	60,208,206
Consultations	1,230	457	901
Total	60,679,101	70,460,335	62,759,169

Goal 3. To Promote Statewide Collaboration

<i>ACTIVITIES</i>	<i>FY 2002 (Actual)</i>	<i>FY2003 (Actual)</i>	<i>CY2002 (Actual)</i>
Institutions	6,107	5,208	7,398
Programs / Activities	284	563	315
Program Attendees (36)	17,926	87,050	70,437
Library Adv. Council Attendees	60	48	48
AHAC Meeting Attendees (40)	34	0	30
Geo Names Board Attendees	60	195	30
AHRAB Meeting Attendees (42)	21	0	15
Total	24,492	93,064	78,273

Goal 4. To Provide Information Services to the Legislature

<i>ACTIVITIES</i>	<i>FY 2002 (Actual)</i>	<i>FY2003 (Actual)</i>	<i>CY2002 (Actual)</i>
Materials Loaned	54	130	113
Legislative Contacts	8,821	10,899	9,538
Tour Attendees	8,809	13,950	9,333
Equipment Loans	26	45	30
Facilities Use Permits	82	5	56
In-Service Training Sessions	38	29	0
In-Service Training Attendees	12	49	0
ARIEL Usage	7	8	7
Boxed Records in Storage	3,544	1,808	1,620

Library Board Attendees	31	0	0
Total	21,424	26,923	20,697

Agency Total

<i>ACTIVITIES</i>	<i>FY 2002 (Actual)</i>	<i>FY2003 (Actual)</i>	<i>CY2002 (Actual)</i>
Total	67,970,313	80,592,796	71,789,049

Notes

Access

- 10 Significant growth in online database searches resulted from statewide licensing for Economic Development Information Centers throughout the state.
- 14 Some programs counted in this category now counted under Collaboration. Combined program attendees for Access and Collaboration up 32,516 (+46%).
- 15 Web hits during the first half of FY2002 ran almost ten times higher than average due to hack attacks and robots. Actual count of hits (6,806,785) normalized based on last months of FY2002 for purposes of comparison.

Preservation

- 25 Number of materials preserved down due to the successful conclusion of the Arizona Newspaper Project, which included a substantial preservation microfilming component.
- 26 Drop due to RMD's completion of several large imaging projects for state agencies before FY2003.
- 30 Note: Reproductions includes audio, microfilm, photographic, and digital copies made for preservation or access.

Collaboration

- Statewide Library Development Committee completed its work in FY2001. Is continued on the detailed reports, but is eliminated here.
- 36 See note 14 above.
- 40, 42 No AHAC or AHRAB meetings held in FY2003 due to Director of Boards and Commissions being temporarily assigned as acting director of the Museum Division.

Legislative Service

Searches at Electronic Reference Service stations in House and Senate reported under Access above.